

# 120 - PUBLIC LIBRARY

## Operational Summary

### Mission:

To enhance the quality of life for County residents by offering access to information and other resources for leisure opportunities, learning, business and community interaction.

### Strategic Goals:

- Provide opportunities for the population to meet their learning and leisure needs through a variety of media and delivery systems.
- Promote and facilitate community interaction in learning, cultural and recreational activities.

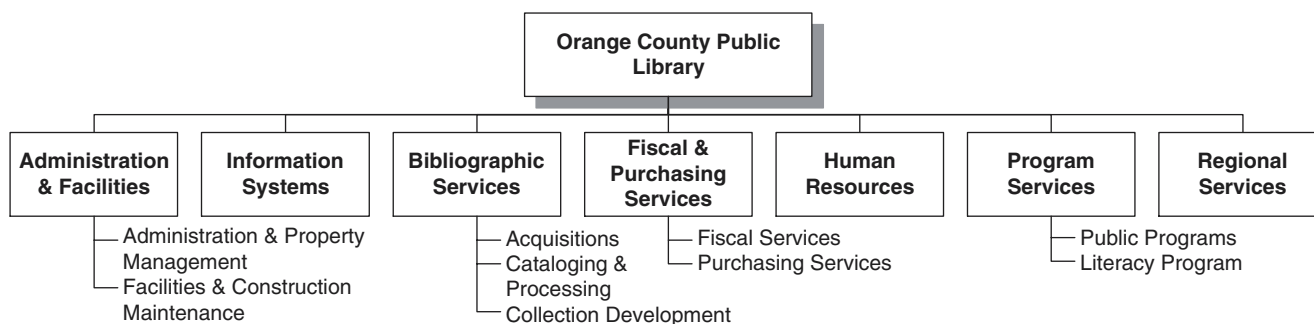
### Key Outcome Measures:

Performance Measure	2001 Business Plan Results	2002 Business Plan Target	How are we doing?
<b>CUSTOMER SATISFACTION AND UTILIZATION OF LIBRARY SERVICES</b> <b>What:</b> Measures use of library products and services. Conduct surveys - measures use of technology <b>Why:</b> Quantifies delivered service Identifies customer needs and desires. Identifies ROI in technology.	6,687,000 items borrowed (+7%); 103,690 children attended programs (+9%) Develop survey instrument and methodology 181,650 hours of internet access provided; 254,400 remote website connections	6,887,617 items borrowed(+3%); 108,875 children attend programs (+5%) Conduct survey, review and report results 200,000 hours of internet access provided (+10%); 445,200 remote website connections (+75%)	Both measures are increasing. Goals are likely to be exceeded. Commencing process. Public response exceeding projections
<b>PROGRESS IN CONSTRUCTING LIBRARY FACILITIES ON SCHEDULE AND WITHIN BUDGET</b> <b>What:</b> Measures our ability to complete construction plans providing facilities for library activity <b>Why:</b> Growing population requires increased library infrastructure	Foothill Ranch Branch design completed and construction started; Wheeler Branch design completed	Open Foothill Ranch Branch for service; begin construction on Wheeler Branch	Foothill Ranch branch delayed due to re-bidding requirement; Wheeler Branch on schedule

### Fiscal Year FY 2001-2002 Key Project Accomplishments:

- Circulation increase of 7% in number of items borrowed
- Service hours extended at La Habra and San Clemente branches
- 24/7 "LION" online reference service established for users
- First cycle of Performance Incentive Program completed
- Successfully completed \$300,000 Proposition 10 grant project enhancing school readiness for children 0-5 years old

## Organizational Summary



**ADMINISTRATION & FACILITIES** - Manages maintenance and construction of all library facilities, real estate functions, overall administrative coordination, delivery service, warehouse operations, and support for the Library Advisory Board.

**INFORMATION SYSTEMS** - Provides support, planning and management of all library computer systems including internal operations network, interfaces with other County systems, circulation and other internal mainframe functions, patron access catalog and remote access databases, public and staff internet access, and library web site.

**BIBLIOGRAPHIC SERVICES** - Manages evaluation and selection of books, databases, periodicals and all other library materials, orders and receives all new materials, catalogs and processes new materials for use in libraries and repairs damaged materials.

**FISCAL & PURCHASING SERVICES** - Manages the overall financial operations of the Library, including the budget, purchasing, developer agreement management, operational allocation process, payroll and accounts payable.

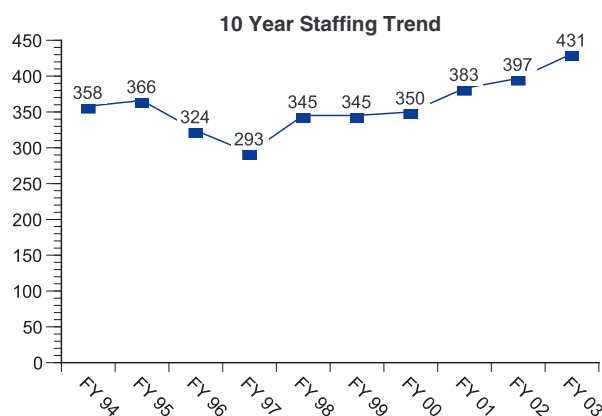
**HUMAN RESOURCES** - Manages all personnel and HR functions including recruitments, Performance Incentive Program coordination, staff training, disciplinary actions and departmental Labor Management Committee.

**PROGRAM SERVICES** - Provides coordination of Children's Services program system-wide, public relations, Orangewood Children's Home Library, Adult Literacy program and Adult Services planning.

**REGIONAL SERVICES** - Manages operations of 29 branch libraries, public services provided in libraries, and coordination of construction/renovation projects.

**COUNTY LIBRARIAN** - Provides overall management of department and serves as staff to Library Advisory Board.

### Ten Year Staffing Trend:



### Ten Year Staffing Trend Highlights:

- Staffing generally decreased until FY 97-98 because of the loss of funds due to the ERAF shift. Staffing has expanded starting in FY 97-98 with the addition of more days per week of public service at all branch libraries, with the assumption of the decentralized functions of Human Resources, Purchasing, Facilities maintenance and construction and the addition of new libraries in Aliso Viejo, Costa Mesa, Laguna Hills and Foothill Ranch

## Budget Summary

### Plan for Support of the County's Strategic Priorities:

The Orange County Public Library will continue to work with the Library Advisory Board to provide and develop services responsive to the communities we serve. Staff will continue to implement and refine the organizational measurement program (ROG) and the employee pay for performance program (PIP). In line with the Strategic Plan, the Library will continue to operate solely through dedicated Library Fund revenue sources, maintaining a Net County Cost of zero.

### Changes Included in the Recommended Base Budget:

The Library is requesting additional positions to provide for the opening of the Foothill Ranch Branch in December 2002 and to provide for the planning and pre-opening duties of the Wheeler Branch in 2003.

### Proposed Budget and History:

Sources and Uses	FY 2000-2001 Actual	FY 2001-2002 Final Budget	FY 2001-2002 Projected <sup>(1)</sup>	FY 2002-2003 Recommended	Change from FY 2001-2002 Projected	
					Amount	Percent
Total Positions	-	397	-	431	34	0.00
Total Revenues	26,415,908	27,866,001	28,591,310	28,578,687	(12,623)	70.33
Total Requirements	25,681,317	30,011,886	29,366,377	28,865,497	(500,880)	-1.71
FBA	319,499	2,145,885	1,061,877	286,810	(775,067)	-72.99

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2001-2002 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: Public Library in the Appendix on page 501.

### Highlights of Key Trends:

- Utilization of library services and resources by the public continues to increase. Circulation count of items borrowed from libraries will set an all time record for the third year in a row of some 6.7 million items in FY 02, with an anticipated increase of 3% projected in FY 03

due to a reduction in the new book budget due to revenue losses. Access to library collections, databases and services from remote locations via the library website are increasingly significantly as more functionality is added to the site, at an expected rate of increase of 75% in FY 03.

### Budget Units Under Agency Control

No.	Agency Name	Administration & Facilities	Information Systems	Bibliographic Services	Fiscal & Purchasing Services	Human Resources	Program Services	Regional Services	County Librarian	Total
119	Public Library - Capital	7,434,686	0	0	0	0	0	0	0	7,434,686
120	Public Library	5,292,120	855,521	5,053,438	1,155,690	315,855	835,739	15,137,420	219,714	28,865,497
	Total	12,726,806	855,521	5,053,438	1,155,690	315,855	835,739	15,137,420	219,714	36,300,183